SJS 44 (Rev. 12/07, NJ 5/08)

## **CIVIL COVER SHEET**

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

the civil docket sheet. (SEE ii	13 I RUCTIONS ON THE REVE	KSE OF THE PORM.)							
I. (a) PLAINTIFFS				DEFENDANTS					
ALAN SCOTT				NCO FINANCIAL SYSTEMS, INC.					
(b) County of Residence	of First Listed Plaintiff			County of Residence o	f First Listed	Defendant			
(c) Attorney's (Firm Name, Address, Telephone Number and Email Address				NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE					
Craig Thor Kimmel, E. Kimmel & Silverman,				LAND I	NVOLVED.				
30 E. Butler Pike	F.O.			Attorneys (If Known)					
Ambler, PA 19002									
(215) 540-8888 II. BASIS OF JURISE	DICTION (Place an "X" ir	One Boy Only)	III CI	I TIZENSHIP OF P	DINCIPA	I PARTIES	Dings on "V" in	One Boy for	r Dlaintiff
		Olle Box Olly)		(For Diversity Cases Only)		LIARTES	and One Box	for Defenda	nt)
☐ 1 U.S. Government Plaintiff			Citize	en of This State	1 🗇 1	Incorporated or Pri of Business In This		PTF	DEF 4
☐ 2 U.S. Government Defendant	☐ 4 Diversity		Citize	en of Another State	2 🗇 2	Incorporated and P		<b>5</b>	□ 5
Defendant (Indicate Citizenship of Parties in Item III)			Citize	Citizen or Subject of a 3 3 5 Foreign Nation 5 6 5 6					□ 6
IX NATUDE OF SUI	T m sum o p o	1.	For	reign Country					
IV. NATURE OF SUI	TOR	TS	FC	DRFEITURE/PENALTY	BANI	KRUPTCY	ОТНЕ	R STATUT	ES
☐ 110 Insurance ☐ 120 Marine ☐ 130 Miller Act ☐ 140 Negotiable Instrument ☐ 150 Recovery of Overpayment	☐ 315 Airplane Product Liability ☐ 320 Assault, Libel & Slander ☐ 330 Federal Employers' Liability ☐ 340 Marine ☐ 345 Marine Product Liability ☐ 350 Motor Vehicle ☐ 355 Motor Vehicle	PERSONAL INJUR  362 Personal Injury - Med. Malpractic  365 Personal Injury - Product Liability  368 Asbestos Persona Injury Product Liability  PERSONAL PROPER  370 Other Fraud  371 Truth in Lending  380 Other Personal  Property Damage	-	510 Agriculture 520 Other Food & Drug 525 Drug Related Seizure of Property 21 USC 881 530 Liquor Laws 540 R.R. & Truck 550 Airline Regs. 560 Occupational Safety/Health 590 Other LABOR 710 Fair Labor Standards Act 720 Labor/Mgmt. Relations	□ 422 Appeal 28 USC 158 □ 423 Withdrawal		□ 400 State Reapportionment □ 410 Antitrust □ 430 Banks and Banking □ 450 Commerce □ 460 Deportation □ 470 Racketeer Influenced and Corrupt Organizations  ■ 480 Consumer Credit □ 490 Cable/Sat TV □ 810 Selective Service □ 850 Securities/Commodities/ Exchange □ 875 Customer Challenge 12 USC 3410		
☐ 190 Other Contract ☐ 195 Contract Product Liability ☐ 196 Franchise	Product Liability  360 Other Personal Injury	385 Property Damage Product Liability		0 Labor/Mgmt,Reporting & Disclosure Act	☐ 864 SSID ☐ 865 RSI (4	Title XVI	890 Other :	Statutory Ac	ctions
REAL PROPERTY  210 Land Condemnation 220 Foreclosure 230 Rent Lease & Ejectment 240 Torts to Land 245 Tort Product Liability 290 All Other Real Property	CIVIL RIGHTS  441 Voting  442 Employment  443 Housing/ Accommodations  444 Welfare  445 Amer. w/Disabilities - Employment	PRISONER PETITIO  510 Motions to Vacat Sentence Habeas Corpus: 530 General 535 Death Penalty 540 Mandamus & Oti 550 Civil Rights 555 Prison Condition	te	0 Railway Labor Act 0 Other Labor Litigation 1 Empl. Ret. Inc. Security Act  IMMIGRATION 2 Naturalization Application 3 Habeas Corpus - Alien Detainee 5 Other Immigration Actions	FEDERAL TAX SUITS  870 Taxes (U.S. Plaintiff or Defendant)  871 IRS—Third Party 26 USC 7609		□ 892 Economic Stabilization Act □ 893 Environmental Matters □ 894 Energy Allocation Act □ 895 Freedom of Information Act □ 900Appeal of Fee Determination Under Equal Access to Justice □ 950 Constitutionality of State Statutes		
□ 2 Re	ate Court A	Appellate Court	Reor	pened anothe	er district	6 Multidistr	rict 🗇 7	Appeal to Judge from Magistrate Judgment	n e
VI CAUSE OF ACTI	Cite the U.S. Civil State 15 U.S. CSECT	tute under which you a	re filing (	Do not cite jurisdictions	al statutes un	lless diversity):			#
VI. CAUSE OF ACTI	Brief description of car Fair Debt Collect	use: ction Practices A	ct						
VII. REQUESTED IN CHECK IF THIS IS A CLASS ACTION DEMAND \$ CHECK YES only if demanded in complaint:  COMPLAINT: UNDER F.R.C.P. 23  UNDER F.R.C.P. 23  UNDER F.R.C.P. 23									
VIII. RELATED CAS	(See instructions):	JUDGE			DOCKET	NUMBER			
Explanation:			3						
8-8-11		15/ rara	Thei	Kimme 1					
DATE		SIGNATURE O	F ATTOI	RNEY OF RECORD					

## UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of assignment to appropriate calendar.				
Address of Plaintiff: 8822 Kayen Oaks Drive, Omaha, NE 68152				
Address of Defendant: 507 Prudentral Road, Harsham, PA 19414				
Place of Accident, Incident or Transaction:				
(Use Reverse Side For Additional Space)				
Does this civil action involve a nongovernmental corporate party with any parent corporation and any publicly held corporation owning 10% or more of its stock?				
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes No I			
Does this case involve multidistrict litigation possibilities?	Yes No Z			
RELATED CASE, IF ANY:  Case Number: Judge Date Terminated:				
Case Number: Judge	Date Terminated.			
Civil cases are deemed related when yes is answered to any of the following questions:				
1. Is this case related to property included in an earlier numbered suit pending or within one year	r previously terminated action in this court?  Yes No L			
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior su action in this court?				
	Yes No C			
3. Does this case involve the validity or infringement of a patent already in suit or any earlier many				
terminated action in this court?	Yes No No			
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights	/			
	Yes NoL			
CIVIL: (Place ✓ in ONE CATEGORY ONLY)	D. Die wite Levis Estima Canana			
<ul> <li>A. Federal Question Cases:</li> <li>1. □ Indemnity Contract, Marine Contract, and All Other Contracts</li> </ul>	<ul> <li>B. Diversity Jurisdiction Cases:</li> <li>1. □ Insurance Contract and Other Contracts</li> </ul>			
2. □ FELA	2. □ Airplane Personal Injury			
3. □ Jones Act-Personal Injury	3. □ Assault, Defamation			
4. □ Antitrust	4. □ Marine Personal Injury			
5. □ Patent	5. □ Motor Vehicle Personal Injury			
6. □ Labor-Management Relations	6. □ Other Personal Injury (Please			
· · · · · · · · · · · · · · · · · · ·	specify)			
7. □ Civil Rights	7. □ Products Liability			
8. □ Habeas Corpus	8.   Products Liability — Asbestos			
9. □ Securities Act(s) Cases	9. □ All other Diversity Cases			
	(Please specify)			
10. ☐ Social Security Review Cases  11. ☐ All other Federal Question Cases  (Please specify)				
ARBITRATION CERTI	FICATION			
I. (Check Appropriate Ca., counsel of record do hereby certify	tegory)			
Pursuant to local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and be	belief, the damages recoverable in this civil action case exceed the sum of			
\$150,000.00 exclusive of interest and costs;				
Relief other than monetary damages is sought.	6-11-2			
DATE: 8-8-4 (Mary MCK-KMM) 100				
Attorney-at-Law  Attorney I.D.#  NOTE: A trial de novo will be a trial by jury only if there has been compliance with F.R.C.P. 38.				
<b>NOTE:</b> A trial de novo will be a trial by jury only if ther	e has occir compilance with F.R.C.F. 38.			
I certify that, to my knowledge, the within case is not related to any case now pending or w	vithin one year previously terminated action in this court			
except as noted above.				
DATE: 8-8-11 Crain Incretimine 5/100				
Attorney-at-Law	Attorney I.D.#			

CIV. 609 (6/08)

# IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

# CASE MANAGEMENT TRACK DESIGNATION FORM

Alan Scott	:	CIVIL ACTION			
NCO Francial S	ystems.Inc	NO.			
plaintiff shall complete a Cas filing the complaint and serve side of this form.) In the endesignation, that defendant slate plaintiff and all other part	e Management Track Designation a copy on all defendants. (See § went that a defendant does not a hall with its first appearance, sub-	uction Plan of this court, counsel for in Form in all civil cases at the time of 1:03 of the plan set forth on the reverse gree with the plaintiff regarding said omit to the clerk of court and serve on Designation Form specifying the track			
SELECT ONE OF THE FO	DLLOWING CASE MANAGEN	MENT TRACKS:			
(a) Habeas Corpus – Cases b	rought under 28 U.S.C. § 2241 t	hrough § 2255. ( )			
(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits.					
(c) Arbitration – Cases required to be designated for arbitration under Local Civil Rule 53.2.					
(d) Asbestos – Cases involving claims for personal injury or property damage from exposure to asbestos.					
commonly referred to as	ases that do not fall into tracks (a complex and that need special or ide of this form for a detailed exp	r intense management by			
(f) Standard Management -	Cases that do not fall into any or	ne of the other tracks.			
8-8-11 Date 215-540-8888	Cruig Thurstimmel Attorney-at-law 877-788-2864	Alan Scott  Attorney for  Limmel@creditlaw.com			
Telephone	FAX Number	E-Mail Address			

(Civ. 660) 10/02

# UNITED STATES DISTRICT COURT FOR THE

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2	EASTERN DISTRIC	T OF PENNSYLVANIA				
3						
4	ALAN SCOTT,					
5	Plaintiff	, ) )				
6	v.	Case No.:				
7	NCO FINANCIAL SYSTEMS, INC.,	) COMPLAINT AND DEMAND FOR ) JURY TRIAL				
8	Defendant	)				
9		) (Unlawful Debt Collection Practices)				
10	COMPLAINT					
11		hrough his attorneys, KIMMEL & SILVERMAN,				
12						
	P.C., alleges the following against NCO FINA	NCIAL SYSTEMS, INC. ("Defendant"):				
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14	INTRO	DUCTION				
15						
16	1. Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15					
17	U.S.C. § 1692 et seq. ("FDCPA").					
18						
19	JURISDICTI	ON AND VENUE				
20	2. Jurisdiction of this court arise	s pursuant to 15 U.S.C. § 1692k(d), which states				
21	that such actions may be brought and heard b	pefore "any appropriate United States district court				
22	without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original					

Defendant conducts business and has an office in the Commonwealth of 3. Pennsylvania; therefore, personal jurisdiction is established.

jurisdiction of all civil actions arising under the laws of the United States.

- 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
- 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

#### **PARTIES**

- 6. Plaintiff is a natural person residing in Omaha, Nebraska, 68152.
- 7. Plaintiff is a person granted a cause of action under the FDCPA. See 15 U.S.C. §1692k(a) and Wenrich v. Cole, 2000 U.S. Dist. LEXIS 18687 (E.D. Pa. Dec 22, 2000).
- 8. Defendant is a national debt collection company with its corporate headquarters located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- 9. Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff in an attempt to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

#### PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties.

See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.

- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- 14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

#### **FACTUAL ALLEGATIONS**

- 15. Beginning on or around May 1, 2011, Defendant and others it retained constantly and continuously placed harassing and abusive collection calls to Plaintiff seeking and demanding payment for an alleged consumer debt of another person.
- 16. Upon information and belief, the alleged debt Defendant was seeking to collect arose out of transactions, which were primarily for personal, family, or household purposes.
- 17. Defendant, its employees, agents and servants harassed Plaintiff by making continuous calls to his home telephone number.
- 18. Plaintiff received phone calls and voicemail messages from Defendant on a number of occasions from the following phone number: (866) 426-4288, which the undersigned has confirmed is a telephone number belonging to Defendant.
- 19. Defendant placed repeated calls to Plaintiff's telephone daily, causing Plaintiff to receive, on average, one (1) to two (2) collection calls a day.
- 20. Also, Defendant left automated voicemail messages on Plaintiff's home answering machine indicating that it was calling in an attempt to settle a debt.
  - 21. Plaintiff does not owe any debt to Defendant.
- 22. Plaintiff does not have any delinquent or defaulted accounts or any accounts in collection.
  - 23. Plaintiff disputes owing any debt which Defendant sought to collect.
- 24. When making the continuous and repeated collection calls to Plaintiff, Defendant did so with the intent to annoy, abuse and harass Plaintiff.
  - 25. The repetitive calls to Plaintiff were disturbing, harassing, an invasion of privacy

and caused Plaintiff to not answer his phone.

#### CONSTRUCTION OF APPLICABLE LAW

- 26. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." <u>Russell v. Equifax A.R.S.</u>, 74 F. 3d 30 (2d Cir. 1996); <u>see also Gearing v. Check Brokerage Corp.</u>, 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); <u>Clomon v. Jackson</u>, 988 F. 2d 1314 (2d Cir. 1993).
- 27. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).
- 28. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3<sup>rd</sup> Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less

experienced." <u>Id.</u> The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. <u>Clomon</u>, 988 F. 2d at 1318.

# COUNT I

# DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 29. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
  - a. Defendant violated of the FDCPA generally;
  - b. Defendant violated §1692b(2) of the FDCPA by informing Plaintiff of another person's debt;
  - c. Defendant violated §1692b(3) of the FDCPA by calling Plaintiff more than once in connection for the collection of a debt for another individual;
  - d. Defendant violated §1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
  - e. Defendant violated §1692d(5) of the FDCPA, when it caused the Plaintiff's telephone to ring repeatedly or continuously with the intent to harass, annoy or abuse Plaintiff;
  - f. Defendant violated §1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt; and
  - g. Defendant acted in an otherwise deceptive, unfair and unconscionable manner and failed to comply with the FDCPA.

WHEREFORE, Plaintiff, ALAN SCOTT, respectfully prays for a judgment as follows:

- a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- b. Statutory damages of \$1,000.00 for the violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- c. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

### **DEMAND FOR JURY TRIAL**

PLEASE TAKE NOTICE that Plaintiff, ALAN SCOTT, demands a jury trial in this

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case.

DATED: 8-8-11

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RESPECTFULLY SUBMITTED,

KIMMEL & SILVERMAN, P.C.

By:

Craig Thor Kimmel Attorney ID # 57100 30 E. Butler Pike Ambler, PA 19002

Phone: (215) 540-8888 Fax: (877) 788-2864

Email: kimmel@creditlaw.com